

FEMA Speaks Your Language

Release Date: Oct 31, 2023

Interpreters for most languages spoken by Georgia survivors of Hurricane Idalia are available to help. Survivors who want to apply for FEMA disaster assistance can do so in-person at State of Georgia/FEMA Disaster Recovery Centers (DRCs) or by calling the FEMA Helpline.

FEMA has many ways to meet language needs

When you visit a DRC look for the sign with the phrase “If you do not speak English” in over 40 languages. A DRC staff member will use that sign to understand what language you speak and then call an interpreter to assist you.

At DRCs, those who need disability-related communication aids have several options:

- You can use Video Remote Interpreting (VRI) with an interpreter via an iPad available at the DRC.
- You can arrange for an in-person American Sign Language interpreter by contacting the DRC manager.
- You can use the assistive listening devices available at the DRCs.

DRCs are staffed with specialists from the Georgia Emergency Management Agency (GEMA), FEMA and the U.S. Small Business Administration. These representatives offer face-to-face advice and guidance on the assistance process.

The DRCs are open through these dates:

- Lowndes County, 2108 E. Hill Ave., Valdosta is open through 6 p.m. on Tuesday, Oct. 31.
- Brooks County, 400 E. Courtland Ave., Quitman is open through 6 p.m. on Thursday, Nov. 2.



- Cook County, 206 East Ninth St., Adel is open through 6 p.m. on Monday, Nov. 6.

All DRCs are open Monday through Saturday, 9 a.m. to 6 p.m. Closed Sunday.

Multilingual operators are available for survivors when registering for federal disaster assistance by phone. When you call the FEMA Helpline at 800-621-3362, you will be asked in English to press 1 for English, 2 for Spanish and 3 for other languages. If you do not press 1, 2 or 3, and wait on the line, an English-speaking operator will answer and connect you with a language interpreter to help you apply for federal assistance. This video shows the steps to request language services: www.youtube.com/watch?v=5wUciieTHEo.

Graphic

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1 Press 1 for English

2 Press 2 for Spanish



If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service.

For the latest information on Georgia's recovery from Hurricane Idalia, visit fema.gov/disaster/4738, follow FEMA on X, formerly known as Twitter, at twitter.com/femaregion4 and at facebook.com/fema.



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